

**JOB DESCRIPTION**  
**MURFREESBORO WATER AND SEWER DEPARTMENT**  
**SECRETARY / RECEPTIONIST**

**1. JOB TITLE:** SECRETARY / RECEPTIONIST

- 2. DEFINITION:** This secretarial/receptionist position requires typing, filing, answering the phone, taking messages, dealing with the public, maintaining office records and other duties as assigned. This is an entry level position. The position is responsible to the Director of the Water & Sewer Department. All employees are responsible to the City Manager. This position is classified as non-exempt for the purpose of the Fair Labor Standards Act, as having no significant occupational exposure to bloodborne pathogens. As non-safety sensitive; the employee will be subject to post-accident, reasonable suspicion, return to duty and follow-up drug and alcohol testing.

**3. EQUIPMENT / JOB LOCATION:**

- a. This position requires the use of personal computers, typewriters, dictating equipment, facsimile machines, photocopiers, calculators, postage machines, multi-line phone system and miscellaneous office equipment and accessories customarily found in an office environment.
- b. The position is located in the Administrative Office of the Water & Sewer Department. The position involves working indoors in a smoke-free and tobacco-free office environment.

**4. ESSENTIAL FUNCTIONS OF THE JOB:**

- a. Prepare documents utilizing correct business English, punctuation, spelling and arithmetic.
- b. Types accurately from plain copy or rough drafts.
- c. Effectively utilizes communication skills, both written and oral in English.
- d. Functions semi-independently both in judgment and activities.
- e. Must have a good reputation for and ability to maintain confidentiality.
- f. Sits, stands, stoops and walks intermittently.
- g. Answers telephone inquiries from the public and directs calls to staff or other departments to assist the caller.
- h. Receives and communicates messages, oral and written, to and from members of the public, staff and other City employees.
- i. Effectively and courteously communicates with the public, some of which may be irate and/or unreasonable.
- j. Utilizes personal computers, application software, photocopying machines, multi-line telephones and inter-office communications systems accurately and efficiently.
- k. Compiles and verifies bid tabulation spreadsheets.
- l. Copies and collates reports and documents.
- m. Safely operates an automobile for the purpose of running errands outside the office.

**5. EXAMPLES OF OTHER WORK TO BE PERFORMED:**

- a. Delivers interoffice mail.
- b. Performs other duties and special projects as assigned.

## **6. REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

- a. Must be at least twenty-one (21) years of age.
- b. High School diploma or equivalent with preference of course work in typing, personal computer and secretarial skills.
- c. Must have legal authorization to work in the United States of America.
- d. Knowledge and ability to operate a personal computer with Microsoft Word processing, database and spreadsheet programs.
- e. Possession of a driver's license valid in the State of Tennessee with the ability to safely operate a motor vehicle.
- f. Must maintain automobile liability insurance on vehicle used to perform job duties for City of at least \$100,000 single limit, or such other amount as city-wide policies may require in the future.
- g. Three years or more of secretarial/receptionist experience in a business office environment preferred.
- h. Typing skill of at least 45 words per minute preferred.
- i. Know, or have the ability to learn, organizational rules, regulations, procedures and functions.
- j. Ability to perform work in a timely manner in order to meet scheduled deadlines despite frequent interruptions and distractions.
- k. Knowledge of modern office practices and procedures and possess the ability to type, file, utilize multi-line phone system and use general office machines employed in a business office environment.
- l. Ability to establish and maintain an effective working relationship with the public and other employees.
- m. Capable of intermittent standing, lifting, stooping and walking.
- n. Physical and mental ability to set up, file and maintain records of the Operations and Maintenance Department.
- o. Ability to follow oral and written instructions.
- p. Ability to work with minimal daily supervision and instructions.
- q. Knowledge of English and business arithmetic.
- r. Ability to compose a variety of memoranda and/or letters with only general instructions.
- s. Physically able to lift and carry up to thirty-five (35) pounds short distances.
- t. Ability to report to work on time and perform duties of the job for the entire workday and an entire week.
- u. Occasional overtime may be required.
- v. Ability to perform a variety of tasks simultaneously or in rapid succession.

Non-Exempt  
Non-Safety Sensitive  
December 28, 2007